NEW STATIONARY ORDERING PROCESS

Changes are coming to our stationery ordering processes. Western Office Supplies (WOS) has been an integral part of our campus for over 50 years. Their product knowledge, inventory management processes and focus on customer service have served the campus well and they will be greatly missed.

Times have changed and we have to make adjustments to meet the needs of the campus. This means finding a delivery model for stationery supplies that will provide additional flexibility, cost savings and efficiency.

As such, Western Office Supplies is being amalgamated with the Facilities Management team. With this transition Western will be moving to a new delivery model for the majority of goods provided by WOS. Through agreements between Grand & Toy, Xerox, OE London, the Western Mailroom, and Facilities Management Stores Operations, we are pleased to announce that beginning August 1, 2012 this new delivery model will begin that provides many advantages for most of your needs including:

- Extensive product selection
- Next day deliveries
- Easy-to-use on-line ordering system
- Customer service hotlines
- Substantial cost savings
- P-card payments

We recognize that there are a number of items that you are used to ordering directly from Western Office Supplies. We have created a document to ensure that you know where to go and who to contact.

<table>
<thead>
<tr>
<th>Item</th>
<th>Supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stationery</td>
<td>Grand &amp; Toy</td>
</tr>
<tr>
<td>Multi Function Device Supplies</td>
<td>OE Canada</td>
</tr>
<tr>
<td>Printer toner/ink cartridges</td>
<td>Grand &amp; Toy</td>
</tr>
<tr>
<td>Paper (3 carton minimum)</td>
<td>Xerox</td>
</tr>
<tr>
<td>Exam Booklets</td>
<td>Facilities Management</td>
</tr>
<tr>
<td>Scantron Sheets</td>
<td>Facilities Management</td>
</tr>
<tr>
<td>Intercampus Envelopes</td>
<td>Western Mailroom</td>
</tr>
<tr>
<td>Western Wall Calendar</td>
<td>Bookstore</td>
</tr>
<tr>
<td>Custom Stamps</td>
<td>Sterling Marking Products</td>
</tr>
</tbody>
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This list, complete with contact and payment information can be found at: http://www.uwo.ca/finance/purchasing/docs/Tip%20Sheet.pdf#Tip_Sheet

Since the initial communication began on this change, the same questions have been asked a number of times. In response to this, we have created an FAQ document that can be accessed on our website. We would like to highlight the most popular questions for you.
Q. **Who are our new stationery suppliers?**
A. The stationery suppliers that you will be using are:
   - Grand & Toy - stationery and toner supplies
   - Xerox - paper
   - OE Canada - staples and toner for Toshiba/Samsung Multi Function Devices (MFD)

Q. **When does this new process take effect?**
A. Beginning August 1, 2012 all stationery supplies will be ordered directly through Grand & Toy, Xerox and OE Canada.

Q. **When is the last day that we can order from Western Office Supplies?**
A. The last day that you will be able to order from Western Office Supplies is Friday, July 27, 2012.

Q. **Can we still use speedcodes for payments with the new stationery supply contracts or do we have to use a Pcard?**
A. The new stationery supply agreements with Grand & Toy, Xerox and OE require payment by Pcard.

Q. **Why can speedcodes not be used with this new model?**
A. When developing this new service delivery model, we had to take many things into consideration, including the ability to use speedcodes to “pay” for purchases. Pcards add a one-over-one approval that our current process with WOS lacks. Further, departments will have access to greater detail and will be able to limit the number of individuals who can place stationery orders. We want to offer departments more insight into their spend and provide improved controls. In consultation with our Internal Audit department, Procurement Services has been investigating our systems contract process and the risks associated in allowing individuals to make purchases with their speedcodes from suppliers. While we expect that departments are monitoring and reconciling their accounts on a regular basis, we know that this is not always happening. We continue to work on improving processes and reviewing our current systems contracts.

Q. **Where do we recycle our toner/ink cartridges and batteries?**
A. Any items that were previously sent to WOS for recycling can be placed in front of the “Green Board” located in each building (and on almost every floor). There will be bins placed in front of the boards for the collection of the toner, ink cartridges and batteries. Facilities Management will take care of the pick-up and proper disposal of these items.

Q. **Will everyone be set up to order from Grand & Toy, OE Canada and Xerox as of August 1st?**
A. We have identified 300+ individuals who have ordered from Western Office Supplies in a 6-8 week time period. We have provided these names to Grand & Toy and Xerox. Account holders will be notified, by email on July 31st that their account is activated. If this date has passed, and you have not received an activation email, please contact Procurement Services at [central.supplies@uwo.ca](mailto:central.supplies@uwo.ca).
Q. Is delivery made to a central location or is it desktop delivery?
A. Delivery with our new suppliers is desktop delivery. The deliveries will be made directly to the ship to address that you specify. Delivery drivers with Grand & Toy and Xerox are currently working with our drivers in Facilities Management to gain a thorough knowledge of the campus and other drop off locations prior to August 1st.

The full FAQ document can be found on the Financial Services website at:
http://www.uwo.ca/finance/purchasing/office%20supplies.html

Training sessions have been set up to assist in this transition. Sessions have been ongoing throughout the month of July and will continue until July 26, 2012. If you would like to sign up for a session you can do so through the myHR website (https://myhr.uwo.ca). Training documentation can also be accessed on our website and includes the training presentation and ordering guidelines for Grand & Toy, Xerox and OE Canada. An online training video for Grand & Toy will be available on the Financial Services website for August 1st.

Training information and documentation can be found on our website at:
http://www.uwo.ca/finance/purchasing/office%20supplies.html

A dedicated email address and phone number have been set up specifically for stationery supplies. After August 1st, please contact us at central.supplies@uwo.ca or X87928. If you have questions prior to this date please contact Alexis Fowler at afowler3@uwo.ca or X85444.

CARLSON WAGONLIT CHANGES

Please note this important change to the process for emailed travel requests to Carlson Wagonlit Travel.

Effective Tuesday, July 24, 2012, travel requests should no longer be emailed to team01.london@carlsonwagonlit.com, and should instead be emailed to team01london.ca@contactcwt.com. Please update your contact list to reflect this new address. If a message is sent to the old email address, you will receive an out-of-office reply indicating the new email address.

When emailing the new address, you will receive an automated response with an incident identification number. Please retain this number for future reference.

The new e-mail address can also be found on the Financial Services website.
http://uwo.ca/finance/purchasing/suppliers.html